

WOODCOTE VOLUNTEERS



WOODCOTE VOLUNTEERS PRIVACY POLICY

Our Policy

We, the Woodcote Volunteers, are a voluntary organisation supporting people within Woodcote and the surrounding villages who need voluntary transport to access local services such as doctor's appointments, shopping or day centre trips.

This policy, in compliance with the principles of the General Data Protection Regulations (GDPR) of May 2018, sets out what, why and how we hold data on our clients and volunteers.

1. What data we collect

Information about volunteer drivers and office staff:

- name
- contact information including email address, home address, home telephone and mobile numbers
- demographic information such as postcode
- other information relevant to your position as a volunteer for Woodcote Volunteers such as availability and number of passengers you can take.
- information relating to your DBS certificate to allow us to carry out a check every three years.
- details of training undertaken, such as safeguarding and first aid awareness.

Information about our clients:

- name
- contact information including email address, home address, home telephone and mobile numbers
- demographic information such as postcode
- contact details of a neighbour or family member and
- personal details only as relevant to car travel and communication such as hearing, mobility or sight difficulty, serious health problems or the need to travel with a companion, walking aid or assistance dog.

Safeguarding and accidents:

We have an accident report book, accident report forms and a safeguarding log. All are stored securely in the office, in the locked filing cabinet.

2. Why we gather the information

We require this information to operate Woodcote Volunteers' service to clients, and in particular for the following reasons:

- For the purposes of arranging transport between a client's home (or other) address and a destination of their request within the geographical area in which we operate
- To contact volunteer drivers by email with details of bookings that they may wish to undertake

- To send confirmation emails to drivers with details of bookings they have agreed to undertake
- Internal record keeping

3. How we keep this data secure

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we hold online or on paper forms.

Volunteer data is stored only whilst the person continues to volunteer. Paper forms are destroyed and online data deleted after that point unless there is a legitimate need to continue to hold it, such as an accident or liability claim.

Client data is stored for up to two years after the last contact with the Volunteer service. At that point, we contact a client to ask them if they would like us to continue to keep their data stored. If not, their data is removed from all storage systems.

We do not share data with any other person or organisation unless we have your permission or are required to do so by law.

4. Right to see Data held

Volunteers and clients have the right to access, delete or correct the data we hold by contacting the secretary on info@woodcotevolunteers.org.uk or calling the office phone number, 01491 681171.

Copies of this policy are held

- by each of the Trustees
- on paper, in the file in the office
- on our web site
- on Your Web Apps web site (our booking system)

5. Our online booking system

This part of the policy sets out how Woodcote Volunteers uses and protects any information that you give Woodcote Volunteers which is stored online, on the booking website.

Woodcote Volunteers is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Woodcote Volunteers may change this policy from time to time. Volunteers will be notified of any changes by the Secretary and clients can check this policy from time to time to by looking at our website or calling the office. This policy is effective from December 2023.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

If you have previously agreed to us storing your personal information within the Woodcote Volunteers on-line booking system, you may change your mind at any time by writing to or emailing us at info@woodcotevolunteers.org.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 2018. If you would like a copy of the information held on you, please contact the Secretary, Woodcote Volunteers at info@woodcotevolunteers.org.uk

If you believe that any information we are holding about you is incorrect or incomplete, please call or email us as soon as possible at the above address. We will promptly correct any information found to be incorrect.

This policy was updated December 2023

Review date December 2025